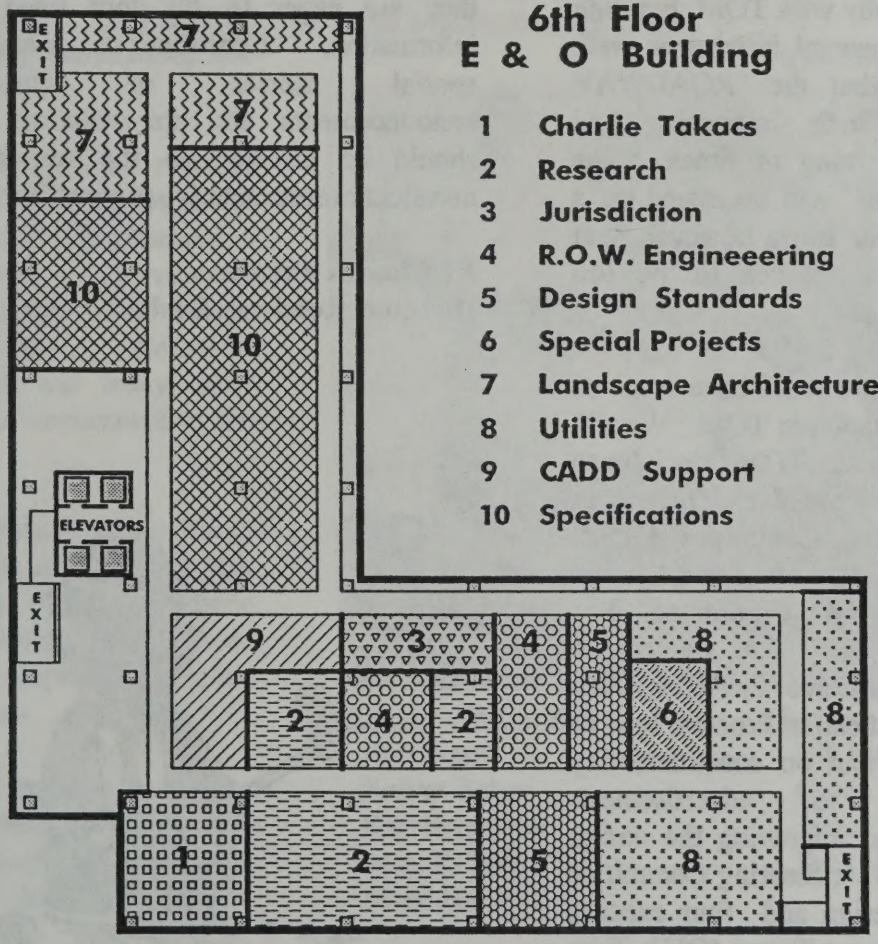
ROADWAY - RAPPER - -

VOLUME 1 NO. 1 ROADWAY DESIGN APRIL 1995



6th Floor
E & O Building

1 Charlie Takacs
2 Research
3 Jurisdiction
4 R.O.W. Engineeering
5 Design Standards
6 Special Projects
7 Landscape Architecture
8 Utilities
9 CADD Support
10 Specifications

There is a new look to the sixth floor. The addition of the Bureau of Research required major location changes for Jurisdiction, R.O.W. Engineering, Design Standards, Special Projects, and Utilities. This floor plan gives you the approximate location of the various units. However, it does not show the individual work stations.
HAPPY HUNTING!

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TAK'S CORNER

Well, here it is -- the Division of Roadway Design's own newsletter -- "ROADWAY RAPPER"!
It's been long overdue, as evidenced by the length of the first edition that was to be two pages and ended up being six pages!

The primary purpose of the 'ROADWAY RAPPER" is to let everyone in the Division know what's going on, especially with TQM, but with other things of general interest as well. It is our goal that the "ROADWAY RAPPER," be both interesting and somewhat entertaining at times. The "Roadway Rapper" will be issued on a quarterly basis for now, however, that will change if it proves to be too infrequent.

By now, everyone should have received some basic orientation in TQM. We will continue to implement TQM principles to the greatest extent possible. There is an Executive Steering Committee for all Design and Right of Way. The Executive Steering Committee had established four QIT's that are looking into: how to improve the Consultant Agreement/Modification Process; how to get contractor input on constructability issues prior to advertisement; Design/Build; and improving the design process. We have a Steering Committee for Roadway Design and four existing Quality Improvement Teams (QIT). Two of the Roadway Design QIT's are in the Right of Way Engineering office and the Bureau of Utilities. The other two QIT's deal with clerical issues and the Alternate Work Week. However, there should be more QIT's in Roadway Design working on ways to improve our processes. It is hoped that the TQM articles in the "Roadway Rapper" will increase everyone's interest in getting involved in at least one QIT. This is an opportunity to change how things get done. **TEAMWORK** is the key. Unless we make it a joint effort, it won't work. **YOU CAN MAKE THE DIFFERENCE!**

We have a great staff working on the "ROADWAY RAPPER" and I know they are eager to fill your need for information. Contributions, such as special stories of interest, announcements, etc. are welcome and should be directed to the respective newsletter representative in your Bureau.

By Charles Takacs
Director, Roadway Design

RESEARCH HITS THE 6TH FLOOR

How can 3-D technology enhance road design? Are trucks getting noisier or heavier? What variable sign messages work? These are some of the questions the Bureau of Research tries to answer.

As the newest group on the 6th floor, Research is eager to assist the Department in finding, evaluating, and utilizing new technologies.

The fourteen member group has expertise in Intelligent Transportation Systems, pavement management & design, electronics, statistical analysis, and many other areas of importance to the DOT.

The Bureau is also actively involved in the contracting process of using outside consultants to provide unique expertise to solve problems.

The emphasis on using consultants has become increasingly important due to the downsizing of the Bureau. However, following the current 'Leaner and Meaner' attitude the Bureau is ideally poised to meet the research needs of the future due to its experience in working with consultants.

Many people may not be aware that the Bureau is currently involved in over half a dozen research contracts with consultants.

Research is also committed to keeping the customers's needs in mind throughout the investigative process. Although research can take time to complete, we are commited to keeping our clients informed of the progress being made.

Research encourages other Bureaus to utilize the unique resources the Research Bureau has such as state-of-the-art on-line information retrieval tools like DIALOG.

Finally, the Bureau thanks everybody for the cooperation shown during their move to the E & O

Vincent F. Nichnadowicz.

top row, left to right:
Bob Sasor
Robert Baker
Karl Brodtman
Mike Roberts
Mark Marsella

bottom row, left to right:
Bill Mullowney
Carey Younger
Janice Furda
Dick Weed

not pictured:
Dick Hollinger
Judy Symanski
Lorraine Stallings
Nick Vitillo

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RAPPIN' WITH UNCLE BUB

Why Teamwork in Quality Improvement

One of the essential elements of a quality initiative is the extensive use of teams to both identify and solve problems. The quality of the interpersonal relations both within work units and across work units determines to a large extent the likely success of both routine work and problem solving work. Simply put ... if people don't get along and are in conflict, fixing even the smallest problem will be difficult.

When we speak of teams there are essentially two types. The work unit you work in might be referred to as a "Natural Work Team." In this type of team, workers identify barriers or defects in everyday work that prevents them from doing a quality job. Simple examples might be: file retrieval problems; phone messages not being received; errors in work that cause rework; or, the need for review and inspection. It is the job of the unit supervisor to ask employees to keep records of what prevents work from getting done. The work unit should then meet routinely to discuss these "barriers" and use some of the problem solving techniques to do data driven problem solving.

The other type of team is a "Quality Improvement Team." These are teams that are formed to solve specific problems that are more "systemic in nature." In order to solve the problem involvement of people from other units is necessary. Typically, these "QITS" are identified by your steering committee. People who should be on these teams should have knowledge of the problem and can provide insight on how to solve the problem. The steering committee "Charters" the team with an identification of the problem, when solutions would be recommended and a methodology to implement, test and evaluate the solutions.

Regardless of the type of team the focus is on problem solving, data driven solutions, and the use of good interpersonal relationships to keep the team moving ahead. The key element of teams is that they solve problems, and improve systems and processes so that the individual and the organization can get their job done.

Bub Kovacs

***"None of us is as smart as all of us"**

***Teams involve the people who know best**

***Teams involve employees and not just managers in solutions**

***Teams help maintain pride and interest in work**

***Teams instill ownership of the resulting solutions**

***Teams create respect, cooperation and openness**

***Teams help spread the concept of Quality**

The "ROADWAY RAPPER" has been prepared by employees of ROADWAY DESIGN: Mary E. Whittaker, Managing Editor, Cindy Bloom, Linda Fejko, Dick Johnson, Larry McElmoyl, Joe Mycock, Vincent Nichnadowicz, Associate Editors. Any suggestions for stories please contact one of the above.

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WHAT'S HAPPENIN'

EMPLOYEE SURVEY

An Employee Survey soon be distributed to every employee of Design and Right of Way. This survey is critical for our Process Improvement effort to work. Please take a minute or two to complete.

LICENSES:

Samir Shad, Principal Engineer, BURE received his P.E. License on March 1, 1995.

PROMOTIONS:

Frank Cocchiola, BRPS, Steve Lavelle, BRDSS, Joe Weber BRDSS and Nick Vitillo, BR were recently promoted to Project Engineers.

ILLNESSES:

Richard Hollinger, BR is recuperating from a recent illness. Any cards or well wishes can be sent through Judy Scymanski. Also, Jack Pinto BURE is recuperating from Quadruple Bypass Surgery. Cards or well wishes can be sent through Lynda Fejko.

OBITUARY:

Gary Comfort, Principal Engineer, BURE passed away on March 1st. Greg Schaller formerly of BOLA passed away March 29th. They will be missed.

BIRTHS:

B.J. Shah, BRPS and his wife Dipti are the proud parents of a daughter born December 11, 1994. Dave Bizuga, BRDSS and his wife Diane are the proud parents of a son born December 29, 1994. Chiman Antala, Special Projects, and his wife Vimla are the proud parents of a son born February 21, 1995. Jitu Amin, BRDSS and is wife Harsha are the proud parents of a son born March 9, 1995.

WINNER'S CIRCLE:

Charlie Miller, Exec. Asst. to C. Takacs recently participated in the U.S. Amateur Chess Team Championships. There were 230 teams involved and this was the largest team tournament in the World. Mr. Miller was a member of a four man team who have been together for 15 years. He and is teammates won the "Anniversary Prize," which consists of any teams that have been together for 15 to 25 years. His last match took 4.5 hrs. to draw. Mr. Miller is ranked in the top 12 to 15% in the Country.

Mr. Miller also, with his teammate Rich Rogers, won the "B" Division in the DOT Men's Double's Tennis Championship in the Fall of 1994.

COMMUNITY INVOLVEMENT:

Cheryl Taliaferro, BOLA, mentor for Big Brother/Big Sister of Mercer County recently participated in the 13th annual fund-raiser "BOWL FOR KIDS SAKE." Any one interested, see Cheryl.

ISN'T IT NIFTY TURNING 50?
Happy Birthday Henry Renelli!

IF WE MISSED ANYTHING LET US KNOW!

HAPPY EASTER

HAPPY PASSOVER

HAPPY RAM NAVMI

DILBERT

THE RUMORS ARE DESTROYING OUR PRODUCTIVITY. WE CAN'T WORK WITH ALL THIS UNCERTAINTY.
I PLAN TO BUY PROVEN TECHNOLOGY AND HIRE CONTRACT EMPLOYEES. YOU'LL BE GOPHERS FOR THE CONTRACTORS UNTIL YOU RESIGN IN DISGUST AND HUMILIATION.
IS THERE ANY WAY TO GET BACK TO UNCERTAINTY?
I'LL SEE WHAT I CAN DO.
S. Adams E-mail: SCOTTADAM@AOL.COM
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